

# Introduction to Tasmanian Mammals Course

## Course Refund Policy

Any person requiring a refund must do so in writing in accordance with the refund policy specified below.

- As costs are incurred before the course commences all course payments are non-refundable and non-transferrable.
- Occasionally WIRES may need to cancel, postpone, or reschedule courses due to low enrolment numbers or extraordinary circumstances. Should this occur, participants will have the option to transfer their workshop booking to an alternative date within their valid enrolment period, or receive a full refund of the course fees paid when there are no suitable alternatives available.
- Participants preferences following a course cancellation, postponement or rescheduling initiated by WIRES must be given in writing to the training team at [training@wires.org.au](mailto:training@wires.org.au)
- In the event that a course is cancelled, postponed or rescheduled by WIRES, WIRES is only able to refund the course cost. WIRES is not able to reimburse any additional expenses incurred to the participant to attend a training course e.g. accommodation, loss of wages or travel costs. Participants concerned about this are advised to look into travel insurance providers that may be able to assist should this occur.
- Courses with online components or pre-requisites are also non-refundable if a participant does not meet the passing grade requirements, decides not to complete the course, or changes their mind after enrolling into the course.
- Refund requests made after the participant's enrolment period has concluded will not be considered.

## Student Support

The WIRES Training Team are available from Monday – Friday. We endeavour to respond to all enquiries as soon as possible within 24-48 hours. To contact the team, please email [training@wires.org.au](mailto:training@wires.org.au) or call (02) 8977 3392.

